



## **LITTLE RIVER BAND OF OTTAWA INDIANS POSITION VACANCY ANNOUNCEMENT**

**POSITION: Clinic Programs and Services Specialist – Manistee Based (1) FT**

**Pay Grade: NE8 Hiring Rate: \$16.22 - \$19.69 - Commensurate with Verified Qualifications**

**Status: Non-Exempt; Bi-Weekly Pay**

**Background Check: Extensive**

**Indian Preference applies in accordance with Ordinance #15-600-02**

**SUMMARY:** This position is responsible for processing tribal member application for Purchased and Referred Care services and Extended Health Assistance Program (EHAP) applications, notification of eligibility status reports, claims, all member information for the databases, and verifying annual eligibility status. This position is responsible for the verification and completeness of diagnostic codes and assignment of level of care for billing and insurance filing. Resolves billing issues in the department. Performs all administrative duties as dictated by department needs, especially in times of absences by co-workers, at times of high patient volume and/or times of increased workload.

### **EMPLOYMENT QUALIFICATIONS: Minimum Necessary Qualifications –**

- High School Diploma or GED; and
- Work experience of three (3) or more years of general office administration or healthcare related experience, including knowledge of billing/coding and insurances filing procedures; and
- Technical skills of a basic user of MS Office software (databases) and computers. The candidate's technical skills will be tested during the interview process.
- **Preferred Qualifications:**
- One (1) or more years of billing/coding experience in a medical office setting.
- Working knowledge of sensitivity communication practices and interview techniques to speak with and for the patient.
- Technical skills of an intermediate user of MS Office software/computers and electronic record system, the candidate's technical skills will be tested during the interview process.

### **DUTIES AND RESPONSIBILITIES:**

1. Processes tribal member's applications for eligibility, verifies annual participant eligibility status, prepares notification of eligibility status reports, and updates all citizen information for the clinic data base.
2. Maintains accurate and current electronic recordkeeping system and communicates information to supervisor regarding program participant eligibility status, authorization for services, reimbursable services, and records release authorizations. Manages all information in database regarding patients and billing for reporting/auditing and reconciling purposes.
3. Assesses and prioritizes payments/reimbursements of services according to established program guidelines and drafts purchase orders for approved services.
4. Monitors client activity and correlating data reflective of type of service accessed, predominant medical conditions in the community, and screens for the use and overuse of narcotics, directing information requiring intervention to the proper agencies/personnel.
5. Examines client claims for pre-approval, diagnostic code consistency with patient condition, primary explanation of benefits, primary benefits coordination, and distribution of benefits prior to PRC submittal.

6. Completes transmission process on electronic billing system for all current claims. Prepares and mails required hard copy claims to insurance companies, patients and/or other responsible parties.
7. Research member, vendor, and service information prior to generation of purchase orders for payout of benefits, assists the supervisor with review of information for appeals.
8. Reviews applications, verifies eligibility, and directs letters of program awards for Extended Health Assistance Program (EHAP) participants. Correlate's approval of award information of each grantee verifies program award limits via annual audit of program funds.
9. Reviews and documents procedures as appropriate. Drafts denial letters citing reasons as stated per EHAP regulations for supervisory review and performs follow-up on all letters returned as undeliverable or otherwise returned.
10. Processes claim rejections; reviews rejections to ensure compliance, assists in audits all claims, with third party payors and takes concerns to management. Contacts third party-payor sources for follow up and disposition of accounts.
11. Remains up-to-date and knowledgeable of all coding, insurance benefits, and diagnostic procedures. Stays current on Federal legislative changes affecting outcome as it relates to billing.
12. Maintains professionalism and confidentiality - HIPAA compliance in all aspects of work and complies with all applicable tribal, federal, or state laws and procedures.
13. Perform all administrative duties as dictated by department needs, especially in times of absences by co-workers, at times of high patient volume and/or times of increased workload.
14. All other tribal PRC related duties as assigned by direct supervisor and/or Health Services Director.

#### **OTHER SKILLS AND ABILITIES:**

During the course of employment, the employee will consistently utilize and demonstrate strong verbal and written communication skills, strong organizational skills, strong interpersonal and teamwork skills, a heightened attention to detail and accuracy, the ability to work cooperatively with other departments, and a commitment to confidentiality. Knowledge of and the ability to maintain strict confidentiality of medical and administrative records adhering to the standards for health record-keeping under HIPAA and Privacy Act requirements.

#### **SUPERVISORY RESPONSIBILITIES:**

None.

#### **PHYSICAL DEMANDS:**

Sitting for long periods of time with occasional standing, walking, or reaching is to be expected. The nature of the work also involves manual dexterity to operate office equipment and while keyboarding. An employee will need normal or corrected to normal range of sight and hearing and will carry work-related materials up to twenty-five (25) pounds.

#### **WORKING ENVIRONMENT:**

Work is performed in a climate controlled medical office environment. The employee's work schedule may frequently need to be flexible and adjusted according to business need. The employee must be able to effectively handle stressful and compromising situations while remaining focused and professional, as well as be able to deal with difficult people without losing perspective. Occasional overnight travel may be necessary to attend meetings or trainings.

#### **To Apply:**

#### **Application Instructions:**

**Obtain an application** form and a copy of the position description on the Tribe's website [www.lrboi-nsn.gov](http://www.lrboi-nsn.gov) (**under employment heading**), or by contacting Human Resources at:

LRBOI HR Department, 2608 Government Center Dr., Manistee, MI 49660 Phone: (231) 398-6859;  
Email: [apply@lrboi-nsn.gov](mailto:apply@lrboi-nsn.gov) **ATTN: HR** Fax: 231-331-1233

***To apply please submit completed application, cover letter, resume, a copy of Tribal ID front/back (if applicable), and a copy front/back of driver license to:***

*LRBOI HR Department, 2608 Government Center Dr., Manistee, MI 49660*  
Phone: (231) 398-6859; Email:- [apply@lrboi-nsn.gov](mailto:apply@lrboi-nsn.gov).

Conditions of employment with Little River Band of Ottawa Indians Tribal Government includes superior performance in the selection process, including but not limited to all of the following: any pre-employment interviews, skills testing, credentialing, drug screening, background investigations, reference checks and previous work history, passing a pre-employment drug test and background investigation, possession of a valid Driver's License throughout employment and being insurable under the Tribe's insurance policy, and successfully completing a ninety (90) day introductory period.

***For further information, please contact the LRBOI HR Department.***

**Posted – 04/22/2025**

**Removal – Until Filled**

